

# Office of Land Survey & Remonumentation

Department of Licensing and Regulatory Affairs

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Troubleshooting

Statewide Search for Subdivision Plats and

Statewide Search for Remonumentation Data

As of May 8, 2017

The following information is provided to assist users encountering problems accessing the Statewide Search for Subdivision Plats database or the Statewide Search for Remonumentation Data database. Errors are most often caused by outdated software, hardware changes, or routine maintenance performed on the State's servers.

**No image comes up when a plat is selected.** If you search for a plat, click on the name, and no image comes up, there may be an issue with Java. The software OLSR uses is based on Java, which is being phased out by Microsoft. At this time, the software may not run on Edge, Chrome and Firefox Internet browsers. This is something we are exploring for work-arounds, and we are also in the process of rewriting our database software without Java. If this is the case, please check out the FOIA site for information at:

<http://www.michigan.gov/lara/0,4601,7-154-72704-357923--,00.html> and send an email with the name of the plat and the county it resides to [LARAFOIAINFO@michigan.gov](mailto:LARAFOIAINFO@michigan.gov).

**Username and Password Log-in Screen.** If you encounter a Username and Password log-in screen, you have been misdirected. This is probably caused by the length of time since your last access to the database and maintenance performed by the State on their servers. **There are no usernames and passwords for the site.** In order to get it working again, turn off any active virus protection software running in order to allow updates for the State's software to download. Stand-alone desktops most often will have one or more icons in the lower right corner of the desktop for any virus protection or spam blocker programs. Right click on each of them and turn off as prompted. Users with desktops connected to a server may need to contact internal IT staff for assistance. REMEMBER you can reactivate the virus protection after successful access to the database, and the misdirect should not be encountered until another update in software or hardware.